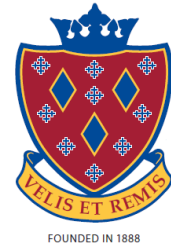# Stockport School Parent App Guide

We have a new convenient way to share information with you about your child's school life. The information that you receive through this app will help you to stay up- to-date with your child's school life as well as support your child's development and progress.

Once you have the SIMS Parent App you will have access to:

- School term, inset dates and contact details available at the click of a button
- Attendance data and school timetable
- Invitations to Enrichment Activities
- Notifications to remind you about important information such as key dates for your diary
- Access to update your contact details, so we always have the most up-to-date information in case of emergency

If you have more than one child at school, you will have access to information for all your children, from the same app.

# How do I register?

1. Download the parent app on either the Google Play or Apple Store.



The Parent App has the icon



2. You should receive a registration email from noreply@sims.co.uk containing a unique activation code. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your **SPAM / JUNK** folder before contacting school.

3. Follow the link in the email to be directed to the registration page.

4. Click the button for your preferred account and you will be directed to sign in. You should register with a Microsoft (including Office 365) or Google account. If you do not have either of these, they are free and easy to set up. Alternatively, you can register with your Facebook or Twitter accounts, using the 'Use another provider button'.
Please do not use the SIMS ID option as this is for capita employees



5. Having selected your account provider, follow the on-screen registration process which will include you having to confirm the date of birth of one of your children in the school.

# How do I sign in?

If you would like to sign in via the website, you will need the following links for Student and Parent App:
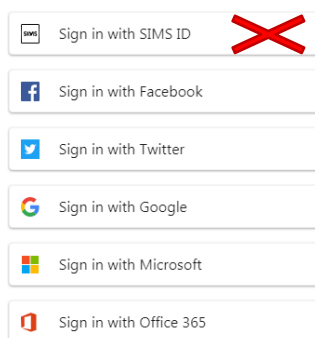
For Parents         https://www.sims-parent.co.uk

For Students        https://www.sims-student.co.uk

Alternatively, you can log in through the app from the Google or Apple store.



1. Do not click SIMS ID (This is for Capita Employees)

2. Click the icon for the account that you registered with. A new window will open.

3. Enter your sign in details.

# Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact the school using the email  s.wordsworth@stockport.stockport.sch.uk

Once you have signed into your SIMS Online Services product, further help is available by selecting Help from the menu or clicking the item in the footer.

# What can I see on the app?

When you log into the desktop site you will be able to see the following:
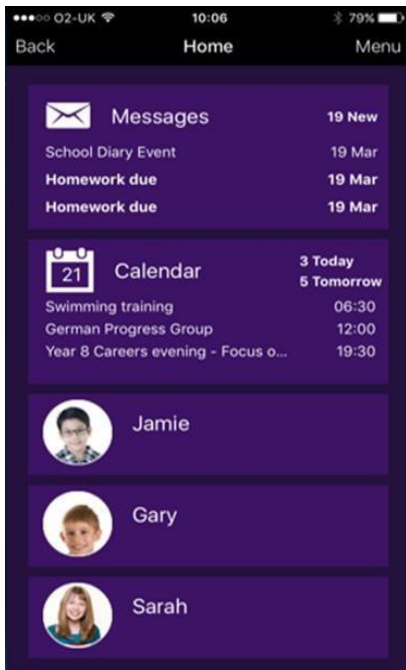


From here you will be able to access your child's timetable, attendance data and Enrichment invitations in the same way as the desktop site.

# What can I see on the desktop site?

When you log into the desktop site you will be able to see the following:

Clicking on your child's name will display a page that show all the links to data of your child:
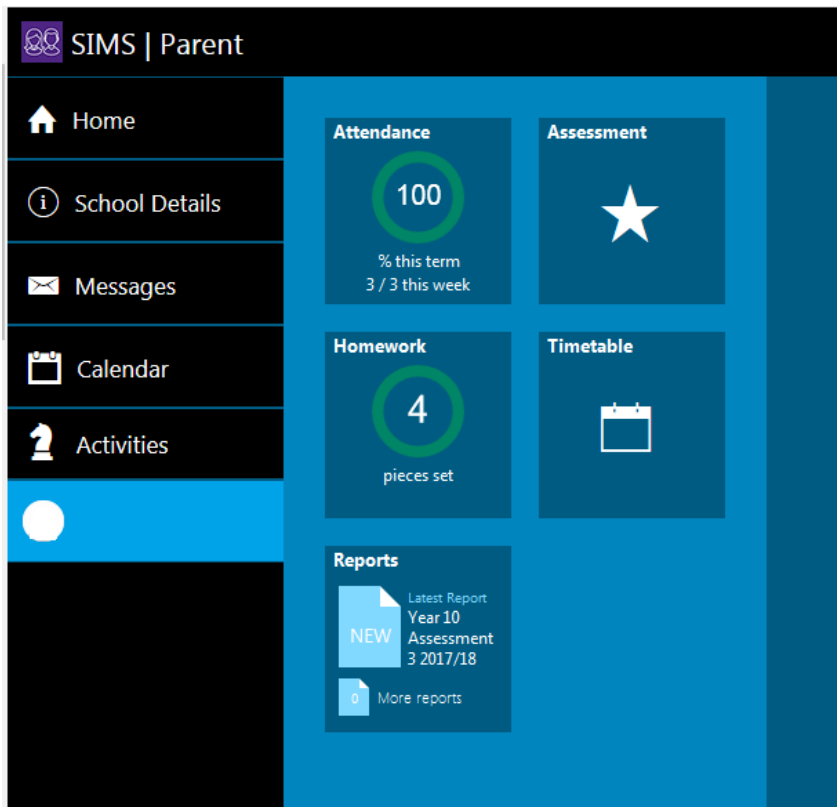


Clicking timetable will bring up your child's timetable at the college and clicking on attendance will show to date information of your child's attendance.

By clicking on the Activities Icon, you will be redirected to the Activities page in SIMs which will show you any Enrichment Activities your child has been invited to:

# How do I amend my data?

To view and update your contacts using the app:

- Each child will be displayed separately on the home page.
- Select a child to view their data collection information.
- Address is the home address of the child.
- Telephone & Emails – please do not update this as it relates to the pupil and not the emergency contacts.

Each contact will be listed at the bottom of the screen under

'Contacts'.

**Main Contacts**

Please update contact numbers and/or addresses under this section.

If you need to add a new contact, there is a '+ Add Contact' box at

the bottom of the screen.
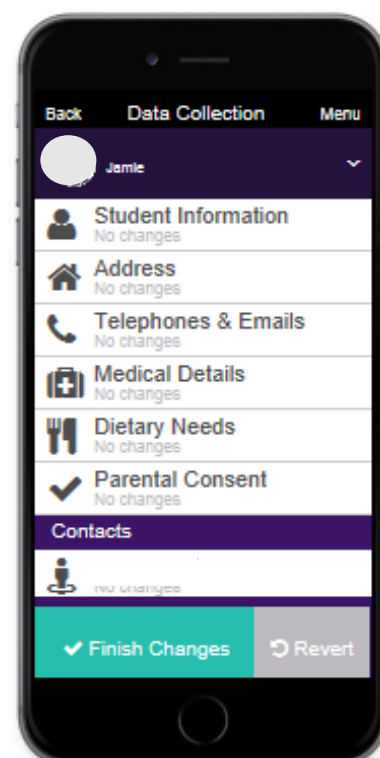
# Important Information

**Student Information**
This contains basic information such as your child's name, preferred name and date of birth.

**Address**
This is your child's home address. You can add an additional address e.g. if your child lives with both parents.  To enable this to happen we will also need an email from both parents, sent to the child/children's Pastoral Managers, confirming that they give consent to this being done. This is due to GDPR as both parents will then be able to see each other's information and that of any other contacts that are down as emergency contacts for their child/children.

**Telephones and Emails**
This is your child's home number, mobile number or email.

**Medical Details**
This includes information such as medical practice, medical conditions and any disabilities. There is a drop-down list of all these, but you can add a new one if you need to by completing the 'other / additional' information box.

**Dietary Needs**

Please update your child's dietary needs here. For allergies and medical diagnosis of dietary need, please bring into school a supporting doctor's letter or health plan. Doctor's letter and health plans only needs to be brought in once or when updated.

**Contacts: Parental Responsibility**

Please ensure that the Parental Responsibility slider bar is set correctly. For a definition of Parental Responsibility please read the following guidelines: https://www.gov.uk/parental-rights-responsibilities . This is usually the mother and father, and would not normally include step-parents, grandparents, neighbours, friends or other family members.

**Priority Contact**

In line with 'Keeping Children Safe in Education - September 2019' where possible, schools should hold more than one emergency contact for each pupil. Please check and where possible, include one Priority 1, and one Priority 2 contacts. Please let us know if this presents a problem for you.

**Other Contacts**

Where possible, the contacts should be local and accessible.

**Telephone Numbers**

Please ensure you give us the contact numbers that you are most likely to have access to. The more numbers which we have for you, the more likely we are to get hold of you. Please ensure the slider bar is checked for your primary (main) contact number as we use this to reach you if your child is unwell.

# Questions and Answers

**I can't find my account registration email. What should I do?**

The email will come from noreply@sims.co.uk If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM. If you still have not received your account registration email, please contact the SIMs Administrator s.wordsworth@stockport.stockport.sch.uk to check whether they have your correct email address.

**How do I log in?**

You will have received an email invitation from the school directing you to complete the registration process for SIMS Parent. You need to register through this before you can access SIMS Parent.

**I can't remember my password. What should I do?**

The password is linked to your personal account provider (i.e. Microsoft, Google, Facebook or Twitter). Visit their website and follow their instructions for resetting your password.

**Do I need to register separately for each of my children attending this school?**

No. When you sign in to SIMS Parent, information for all of your children attending this school will be displayed in one place.

**If I have children who attend different schools, and if each of the schools is using SIMS Parent, can I view all of my children in one place?**

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

**Why can't I access the SIMS Parent site or why does the page not load correctly?**

Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact the SIMs Administrator via s.wordsworth@stockport.stockport.sch.uk for assistance.

**I have signed into SIMS Parent before but I can't sign in now. What should I do?**

Ensure you are logged in with the correct account (i.e. the account you used during the SIMS Parent registration process) such as Facebook or Office 265 etc..

To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. Close the browser completely. Open a new browser window and log in to SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

In Internet Explorer, hold down Ctrl + Shift on the keyboard and press P.

In Google Chrome, hold down Ctrl + Shift on the keyboard and press N.

In Firefox, hold down Ctrl + Shift on the keyboard and press P.

In Safari, select Safari > Private Browsing.

**I have signed into SIMS Parent but I can't see any data. What should I do?**

If you cannot see any data, please contact the SIMs Administrator s.wordsworth@stockport.stockport.sch.uk.

**Why can't I see all of my children or all of my data?**

If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the SIMs Administrator s.wordsworth@stockport.stockport.sch.uk.

**Why can't I open the Data Collection Sheet for my child?**

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. A registered child contact must live at the same address as the child in order to be eligible to make updates to the Data Collection Sheet.

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for the SIMs Administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.

If both parents require access to SIMS Parent App then we would need to add both parental addresses to the child/children and both parents need to be priority 1. For this to happen we will need an email from both parents, sent to the child/children's Pastoral Managers, confirming that they give consent to this being done. This is due to GDPR as both parents will then be able to see each other's information and that of any other contacts that are down as emergency contacts for their child/children.